

**Paul Hudson**  
Chairman

**Julie Caruthers Parsley**  
Commissioner

**Barry T. Smitherman**  
Commissioner

**W. Lane Lanford**  
Executive Director



## *Public Utility Commission of Texas*

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June 26, 2006

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW – B204  
445 12<sup>th</sup> Street - SW  
Washington, D. C. 20554

Re: CG Docket No. 03-123  
The State of Texas Annual Complaint Summaries  
Dear Secretary,

Public Utility Commission of Texas (PUCT) respectfully submits the Relay Texas annual complaint summary and log report as mandated by the Federal Communications Commission.

Three files will be electronically filed including this letter: 2006 Relay Texas Tally Sheet, and 2006 Relay Texas Complaint Log. The period is from June 1, 2005 through May 31 2006.

Relay Texas processed approximately 2.9 million relay calls (down from 4 million last year) and approx 9 million session minutes (down from 12 million from last year) from June 1 2005 through May 31 2006. Out of these calls, 164 complaints were logged.

Texas TRS processes 80% of its relay calls in Texas at the Lubbock and Austin relay centers. Twenty percent of Relay Texas calls were processed at one of the other 11 Sprint relay centers. All of these complaints from Texas centers as well as other Sprint relay centers were filed with supervisors; the complaints were appropriately identified as coming from Texas relay calls. All of these complaints were resolved in a timely fashion. None of these complaints were formally escalated for action to the PUCT or to the FCC.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Bosson". The signature is fluid and cursive, with the first name "Ed" and last name "Bosson" clearly distinguishable.

Ed Bosson  
Relay Texas Administrator